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2023 RAFTING RESERVATION CONTRACT

BY SUBMITTING YOUR DEPOSIT, YOU ARE ACKNOWLEDGING THAT YOU HAVE READ AND UNDERSTOOD THIS CONTRACT, AND YOU AGREE TO ITS TERMS AND CONDITIONS.

**Please read carefully before submitting your deposit. PRINT, SIGN and RETURN TO NOAH'S ARK.
KEEP A COPY FOR YOUR REFERENCE.**

If you have any questions, please contact our office.

RESERVATION AND PRICE POLICIES

1. You must confirm your trip numbers with Noah's Ark Adventure Company, LLC (herein referred to as NA) at least seven days prior to your trip date. Failure to do so may result in the cancellation of your trip and the forfeiture of your deposit.
2. The price quoted for your trip is valid based upon current trip itinerary and numbers. Your actual trip price will be affected by any change in trip numbers or itinerary from your original reservation. Your per-person price may be affected by changes in numbers as well. This includes a change in group discount tiers. Any change in your trip itinerary or numbers will void the enclosed statement and an updated one will be sent.
3. All deposits and payments due before May 1 must be paid with *check or money order*. Visa/Mastercard deposits and payments under \$1000 will be accepted after May 1 of each reservation year, but checks are preferred. Payments over \$1000 must be made by check.
4. Final payment is payable as one payment; group discounts do not apply for split payments.
5. Final payment is due seven days prior to your trip date. If payment is late, a late fee applies, and trip may be cancelled.
6. No billing is accepted. A \$100.00 fee will be added to your total trip cost if payment in full is not complete at the time of your trip.
7. All agreements must be in writing.
8. By paying any deposit money you agree to all terms, conditions, and policies of this agreement.

GENERAL POLICIES

- Number changes.....NA cannot guarantee that we will be able to accommodate number increases beyond the reserved number on your reservation statement. Please call in advance to check on availability for number increases.
- InsuranceParticipants may be covered under their own personal insurance. NA is not responsible for costs associated with any physical injuries that occur while participating in NA activities or on the Noah's Ark Campground. In the case of an evacuation, NA will not be responsible for providing lodging for evacuees while the rest of the group completes the trip.
- Alcohol and DrugsNo alcohol, marijuana or illegal drugs are allowed on any trips taken with NA or on the Noah's Ark campground.
- Release FormsAll participants will be required to sign a release of liability form before they will be allowed to participate in any NA activities. If you would like further information regarding the form, please contact our office.
*Photocopies will be accepted only if legible and complete. **Participants under 18 must have a parent's or legal guardian's signature.***
- Inclement Weather.....NA reserves the right to cancel any activity in the unlikely event of inclement weather. If ANY activity is cancelled due to weather, we may try to reschedule to another time or replace the activity with another activity based on availability. There is no guarantee that a weather-related cancellation will be rescheduled or replaced. There is no refund for activities that are cancelled due to inclement weather.
- Gratuity.....Gratuity is not included in the trip price. Tipping is considered industry standard, especially in the appreciation of exceptional customer service. \$5-7.00 per guest is typical for a half-day trip; 10-20% is recommended for all-day or multi-day trips. Tips are always greatly appreciated, but never expected.

REFUND POLICY

There will be no full or partial refunds for any reason, including:

1. Missing scheduled meals and weather-related cancellations.
2. Missing a scheduled trip departure time. If you miss a departure time full payment for the trip will not be refunded.
3. Non-participation. Each member of your group will be charged for each activity regardless of participation.

DEPOSIT / PAYMENT POLICY

1. For reservations made less than 7 days before a trip, full payment is due upon reserving.
2. For reservations made more than 7 days in advance, \$15 per person/per activity deposit is due at time of reservation. For overnight raft trips, the deposit is \$50/per person/per activity.
3. Before May 1st, you have up to two weeks to submit your deposit by check. After May 1st, the deposit is due immediately.
4. Any final balance is due 7 days before your trip at Noah's Ark.
5. For late payments, a fee of \$25 or 5% of trip cost, whichever is greater, will apply.
6. Individual payments may not receive group discounts.

* NA reserves the right to cancel a trip if the deposit or final payment is not received by the appropriate due date. All deposit money paid is non-refundable.

TRIP CANCELLATION POLICY

1. If you cancel your rafting trip up to 72 hours in advance, you will be refunded, minus a \$15.00 per person/per activity cancellation fee. For overnight raft trips, the cancellation fee is \$50 per person/per activity.
2. If you cancel your rafting trip less than 72 hours before your trip, there will be no refund.
3. If you do not show up on the day of your trip and do not notify us ahead of time, there will be no refund.
4. Cancellations and changes must be communicated by phone during business hours with a reservationist, not by voicemail or email.

DECREASE IN NUMBER POLICIES

If your trip numbers decrease at any time, your group rates may be affected, and a penalty will apply:

1. \$15 per person/per activity drop penalty if you communicate number change at least 72 hours before your trip. For overnight raft trips, the drop penalty is \$50 per person/per activity.
2. For drops less than 72 hours before your trip, there is no refund of full payment.
3. Cancellations and changes must be communicated by phone during business hours with a reservationist, not by voicemail or email.

RIVER TRIP POLICIES

1. If your trip includes rafting, NA will divide your group into the appropriate number of rafts. Weight, age, ability, water flows and conditions determine the number of people per raft. There is a possibility your group will be in boats with people from other groups. Noah's Ark reserves the right to refuse service to anyone for any reason, including, but not limited to physical fitness, age, and perceived use of alcohol or drugs.
2. NA reserves the right to substitute alternate river sections for a more appropriate trip for your group, based on high or low water conditions.
3. The possibility of injury, wrapping, flipping, and swimming increases in paddle boats. For this reason, NA will not be obligated to provide paddle boats for groups that do not meet the following conditions pertaining to participation in paddle boats:
 - o Minimum age ranges 14-18 years old depending on water levels, previous rafting experience and section of water.
 - o Based on our discretion, previous rafting experience may be required.

We reserve the right to substitute oar for paddle boats for any reason, based solely on our discretion. These reasons may include, but are not limited to insufficient physical ability, experience level, age, number in group, water conditions or inappropriate water levels.

Organization Name: _____ Reservation Number _____

Name (please print): _____ Title: _____

Signature: _____ Date: _____